GOVERNMENT OF INDIA
URBAN DEVELOPMENT
LOK SABHA

UNSTARRED QUESTION NO:1759
ANSWERED ON:03.12.2014
SAFETY OF WOMEN IN METRO
Patel Shri Devji Mansingram;Patil Shri A.T. (Nana);Singh Shri Ganesh;Singh Shri Sunil Kumar

Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) whether the safety of women in the metro rail has been reviewed;

(b) if so, the details thereof; and

(c) if not, the reasons therefor?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT (SHRI BABUL SUPRIYO)

(a) to (c): At present, Delhi Metro Rail Phase-1 and Phase-2, Mumbai Metro Rail Line-1, Rapid Metro Rail Gurgaon are fully in operation and Bangalore Metro is partially operational. The Delhi Metro Rail Corporation Ltd. (DMRC), Mumbai Metropolitan Region Development Authority (MMRDA), Rapid MetroRail Gurgaon Limited (RMGL) and Bangalore Metro Rail Corporation Ltd. (BMRCL) have informed that they have taken up the following measures for safety of women in Metro Rail:- Measures taken by DMRC:

(i) One dedicated coach as 'Women Only' has been provided in each train for women commuters.

(ii) In addition to one reserved coach for women commuters, 4 additional seats per coach have also been earmarked for ladies.

(iii) Dedicated ladies CISF staff has been deployed at stations for separate frisking of lady passengers in specially made frisking booths.

(iv) Adequate signages to guide women commuters.

(v) Special drives are conducted to prevent male commuters travelling in female coach.

(vi) CISF helpline (22185555), Delhi Police helpline (Gen-100, women helpline-1091), DMRC helpline number (155370) are displayed inside every train at prominent places for any security assistance required by women commuters.

(vii) As part of design, the following security features are available in metro system:

Each coach of DMRC trains is equipped with 04 emergency buttons to speak to Train Operator/Driver for any help.

CCTV surveillance at stations, platforms and most of train coaches is being done for higher sense of security among women commuters. Emergency telephones are available at platforms with emergency panel/PSB/ETS linked to control room.

Measures taken by MMRDA:

Half of first bogie is reserved for women and Maharashtra State Security Corporation (MSSC) ladies guards are available at station during operation time.

Measures taken by RMGL:

(i) CCTV cameras are operational at all stations and within trains.

(ii) Security personnel are deployed at all stations and random checks are carried out by security teams to ensure women commuters are safe.

(iii) Customer care is manned 24 hours to provide assistance to women travelers.

(iv) Women helpdesk, manned by Haryana Police, have been set up at all Rapid Metro stations.

Measures taken by BMRCL:

Metro trains and stations are provided with a very sophisticated 'state of the art' surveillance system with CCTVs covering very area of the station and train which is a deterrent. Besides, there is adequate manning of the stations by Security Personnel round the clock to prevent any untoward incident.